



## M.O.E. Policy Manual

POLICY TITLE SPILLS ACTION CENTRE OPERATING PROCEDURES

NO.  
13-02-01

### Legislative Authority

the Environmental Protection Act, Part IX

### Statement of Principles

This policy describes the operations of the Ministry of the Environment's Spills Action Centre (SAC). The full Spills Action Centre Operating Procedures is available from the Centre or from the Ministry's Operations Division Office at 135 St. Clair Avenue West, Toronto, Ontario, M4V 1P5.

#### 1. Spills Action Centre Functions

The Ministry's Spills Action Centre (SAC), located at 7 Overlea Blvd., 5th Floor, Toronto, M4H 1A8, has the following functions:

- (a) it responds to notification of spills to the environment on a 24 hour per day, 365 day per year basis at its toll-free number (1-800-268-6060);
- (b) it responds to inquiries or complaints primarily outside of normal Ministry working hours (i.e., holidays, weekends and weekday nights).

### Point of Contact

Executive Director,  
Approvals and Engineering

### Effective Date

March 10, 1986

2. Assessment By SAC Environmental Officer

Environmental Officers on-duty receive information and assess it in accordance with the Operating Procedures.

3. Appropriate Response Action

Environmental Officers decide on the appropriate action as described in detail in the full Operating Procedures.

Such actions typically include the following:

- (a) initiating MOE field response by contacting Regional Emergency Response Staff;
- (b) contacting other agencies as required, e.g., police, fire department, ambulance, Coast Guard, Canutec, municipalities, U.S. authorities;
- (c) notifying senior MOE management of serious incidents and coordinating information flow with the communications Branch;
- (d) establishing contact with the Minister regarding major spills and conveying orders from the Minister where necessary;
- (e) ensuring that potentially affected parties are notified/warned;
- (f) liaising with and providing support for agencies in charge when a spill involves an emergency situation;
- (g) providing information on chemicals and clean-up techniques to MOE staff and others; and
- (h) recording details of complaints and/or incidents and forwarding them to relevant District Offices or other agencies for response during normal business hours.

4. Operating Procedures Updating

The full Operating Procedures are designed to be updated continuously. Current information contained in the document is available from SAC.